knowledge17

WORK at LIGHTSPEED™

Transform to Cognitive Service Management with ServiceNow at OneAmerica

MARTY MCDONALD
ITSM/ITIL PRACTICE LEAD
One America

PRAVEEN CHALLA
CHIEF ARCHITECT
Cognizant

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servicenow

Agenda



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Speaker and Company Introduction



02

Service Management: Challenges and Opportunities



03

Our Journey till date



04

Our Strategic Thinking for the Platform



05

Questions

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Speaker Introduction



NAME: Marty McDonald

TITLE: ITSM/ITIL Service Management Practice Lead

FUNCTION: IT

COMPANY: OneAmerica

EXPERIENCE: 20+ Years of IT operations and technical service delivery; experience includes global leadership positions within Rolls-Royce, United Healthcare and others. Last 2 ½ years as Infrastructure Cross Tower/ITSM Practice Lead @ OneAmerica Financial Partners.

EXPERTISE: IT Operations, Service Delivery, ITIL Practice

ACHIEVEMENTS: Stand up of Service Now instance, Service Desk, all ITIL process origination, change management integration with Apps/Dev teams during OneAmerica transition project.

CURRENT PROJECTS: Driving process efficiencies and continual improvements throughout all functional areas of OneAmerica IT with focus on ITSM and services delivery.

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Speaker Introduction



NAME: Praveen Challa

TITLE: Chief Architect - ServiceNow

FUNCTION: IT

COMPANY: Cognizant

EXPERIENCE: Thought leader in Next generation infrastructure services with 15+ years of experience in Service Management technologies, currently serving as Practice Leader and Chief Architect for Service Management practice at Cognizant

EXPERTISE: ITSM, DevOps, Compliance, Automation, Cloud and Analytics, Mobility, IT Operations Management, Digital Infrastructure, Workflow Management and App development

ACHIEVEMENTS: Completed over 50+ Service Now implementations and helped customers successful in driving Enterprise Service Management, Holds patents in CMDB and Data Quality, Created go to market applications and accelerators

CURRENT PROJECTS: Driving process efficiencies, automation, Cloud Management and AI using ServiceNow at various clients

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OneAmerica



NAME: OneAmerica Financial Partners

INDUSTRY: Finance/Insurance

MARKET FOCUS: Financial Services provider with vast scope of products and services for both individuals and businesses

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Retirement products and services, individual life insurance and annuities, asset-based long-term care, employee and workplace benefits

COMPANY-WIDE INITIATIVES: Driven by values represented by responsiveness to customer needs, integrity, excellence and building trusted relationships

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Implementation Partner



NAME: Cognizant

INDUSTRY: Banking & Financial Services, Communications, Consumer Goods, Education, Energy & Utilities, Healthcare, Information Services, Insurance, Life Sciences, Manufacturing, Media & Entertainment, Retail Technology, Transportation & Logistics, Travel & Hospitality

MARKET FOCUS: My company provides digital, technology, consulting, and operations services.

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Cognizant Infrastructure services, IT Service Management, Enterprise application services, ServiceNow "platform" as a service, Analytics, IoT, Intelligent

COMPANY-WIDE INITIATIVES: Operational Excellence, Process Automation, Business agility, Customer satisfaction, Innovative business

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Session Overview



Objectives

- Modernization and Transformation of OneAmerica technical landscape to Cognitive Service Management using Cognizant's ServiceNow platform offerings



What You Will Learn

- Challenges faced by OA before ServiceNow journey
- How OneAmerica embarked on Service Management Modernization journey
- How Technology framework / accelerators sped up the implementation

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OneAmerica current IT estate

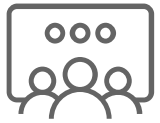


40,000+ unique CIs in CMDB



Globally distributed delivery centers

- Two in India
- Service Desk in the USA



230+ Unique Service Catalog Items



Monitoring & Reporting systems (Integrated with ServiceNow)

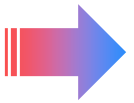
- Zenoss, MOM
- eMite

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OneAmerica Service Management: Challenges and Opportunities

Challenges & Perceptions

- Lack of **standardization** in Service Management
- Lack of **knowledge base** to support service delivery
- **Complex, Difficult and slow** service delivery
- Lack of visibility into **delivery of service**: Workflows, metrics, status
- **Fragmented operating processes** with lot of manual services
- Poor **customer experience**
- Lack **of business process automation**
- Lack of **Business Agility**
- **Perception of IT** as a support organization rather than a business enabler
- Increased number of **Service outages**

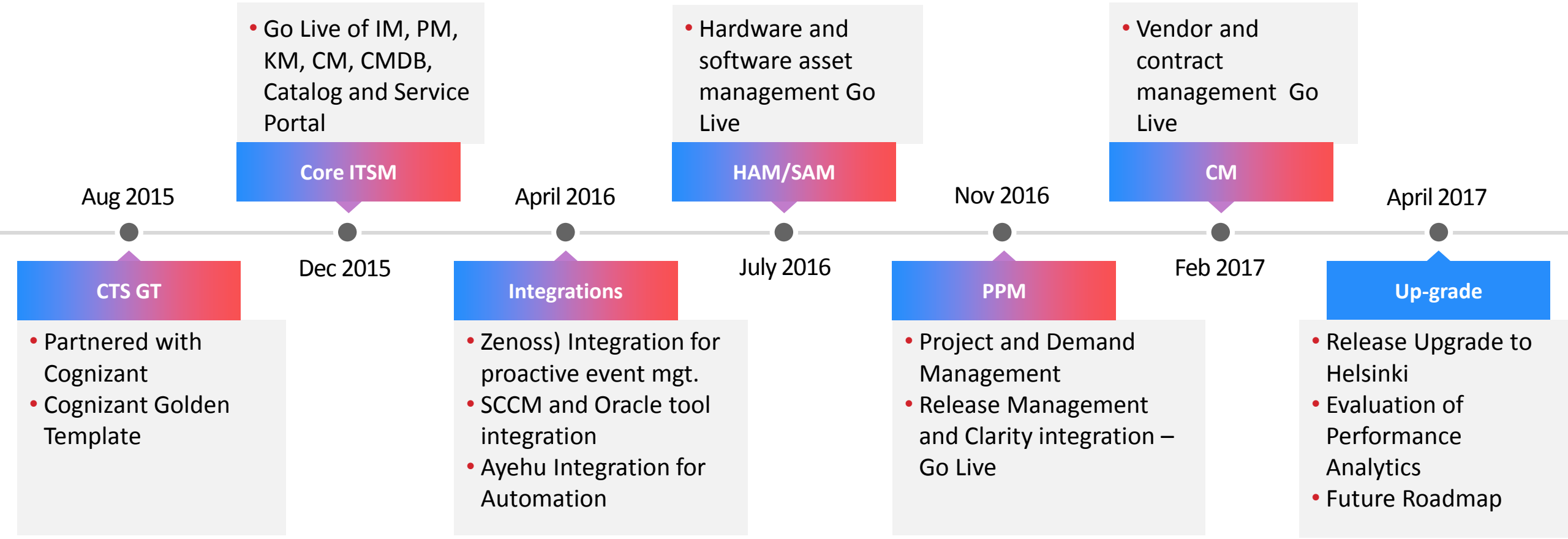


Opportunities

- Modernization of IT Service Management
- Process Automation
- Single system of record, consultation and interaction
- Real time analytics
- Consumerize Employee Service Experience
- Eliminate Service Outages
- Workflows extension through integrations
- Shift left opportunities

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Our ServiceNow Journey so far..

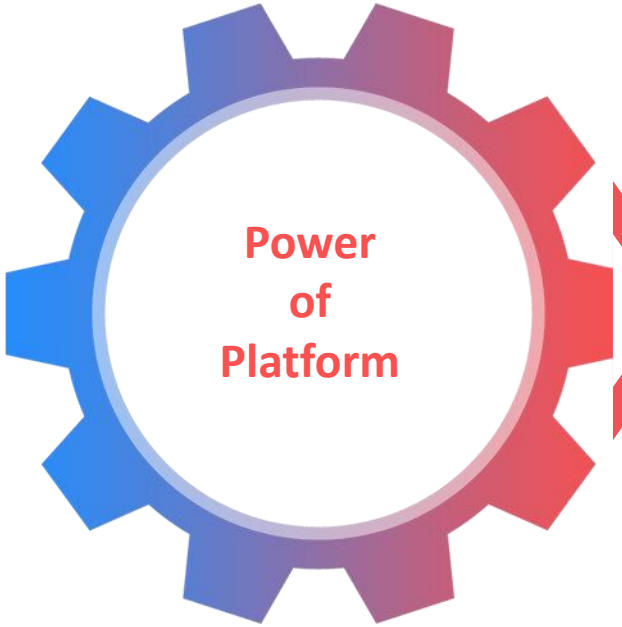


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Why Service-Now as a platform of choice for OneAmerica?

The Platform – Driving The Digital Advantage: IT & Beyond

~~Tool~~



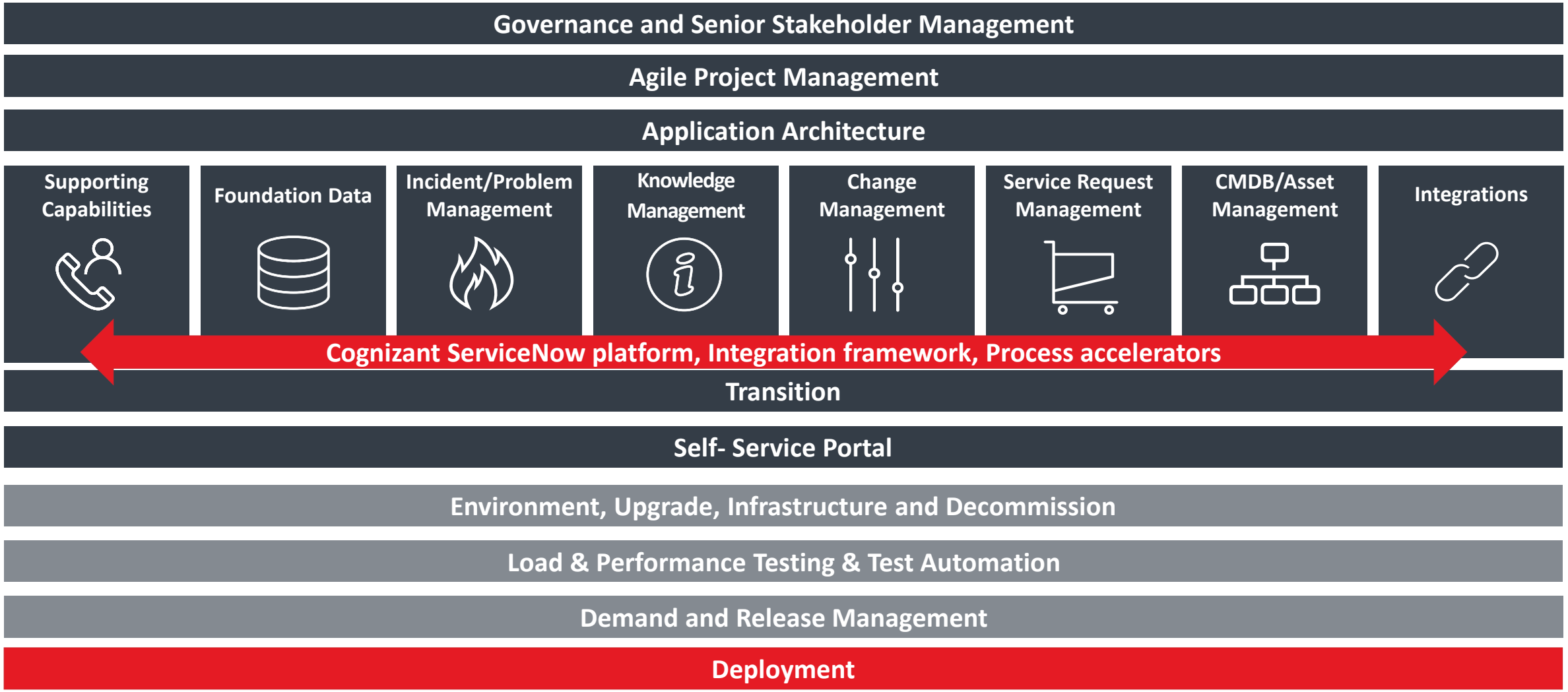
From Unstructured
To
Automated

- Operational Excellence
- Process Automation
- IT Agility
- Customer Satisfaction

Automated Processes	Connected Processes	Modern Experiences	Rapid Application Development	Network Effects	Enterprise Cloud

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Our Approach



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Why Cognizant as an Implementation partner..

Cognizant Platform
"As a Service" Offerings

Performance Analytics & Reporting

- Ready to deploy offering by Cognizant with 180+ best in class KPIs configured
- Integrations available with third party reporting tools

Service Portal

Readily available portal templates

- 35+ UI components
- Industry specific templates

Artificial Intelligence & IOT

- Service Desk Automation by integrating with leading AI tools
- Virtual Assistant functionality
- Smart Data Center, Facilities Management for IT and Non-IT

Application Development

- Custom App Development
- Agile development
- SharePoint, Lotus Notes Migration
- Workflow based development



Modernize IT Service Management

- Golden Template for ITSM Implementation
- Six pre-packed ITIL best practices processes in code format
- Faster deployment of core ITSM best practices

Cloud Ops

- Integration with AWS and Azure cloud
- End to end Cloud operations with pre-built Service Catalog
- Automation and Orchestration

Enterprise/Business Service Management

- HR Management, PPM,
- Demand Management and Facilities Management

ITOM and Sec Ops

- Service Burst – Service Watch Insight offering
- Golden CMDB Offering
- Security Operations Management - Integration with end point security products)

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Cognitive Intelligence in Service Management enabled through…



Intuitive Self-service portal

Self Healing	Knowledge
Chat	Persona based services

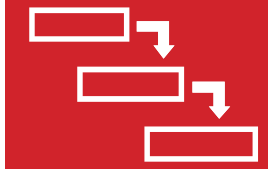
Cognizant Portal Templates



Business Process Automation

Workflows	Run Books
Integrations	Messaging

Cognizant Integrat'R' Accelerator



Best Practice ITSM workflows

ITIL Aligned workflows	Auto-Assignments
Cross process Integration	Data driven catalogs

Cognizant Golden Template accelerator



Real time Analytics through eMite

Operational Dashboard	Trending
Executive Dashboard	What If

Cognizant Analytics Framework



Proactive Incident Management

Event management	Auto-ticketing
Alerts/CMDB correlation	Alert management

Monitoring Integration Framework



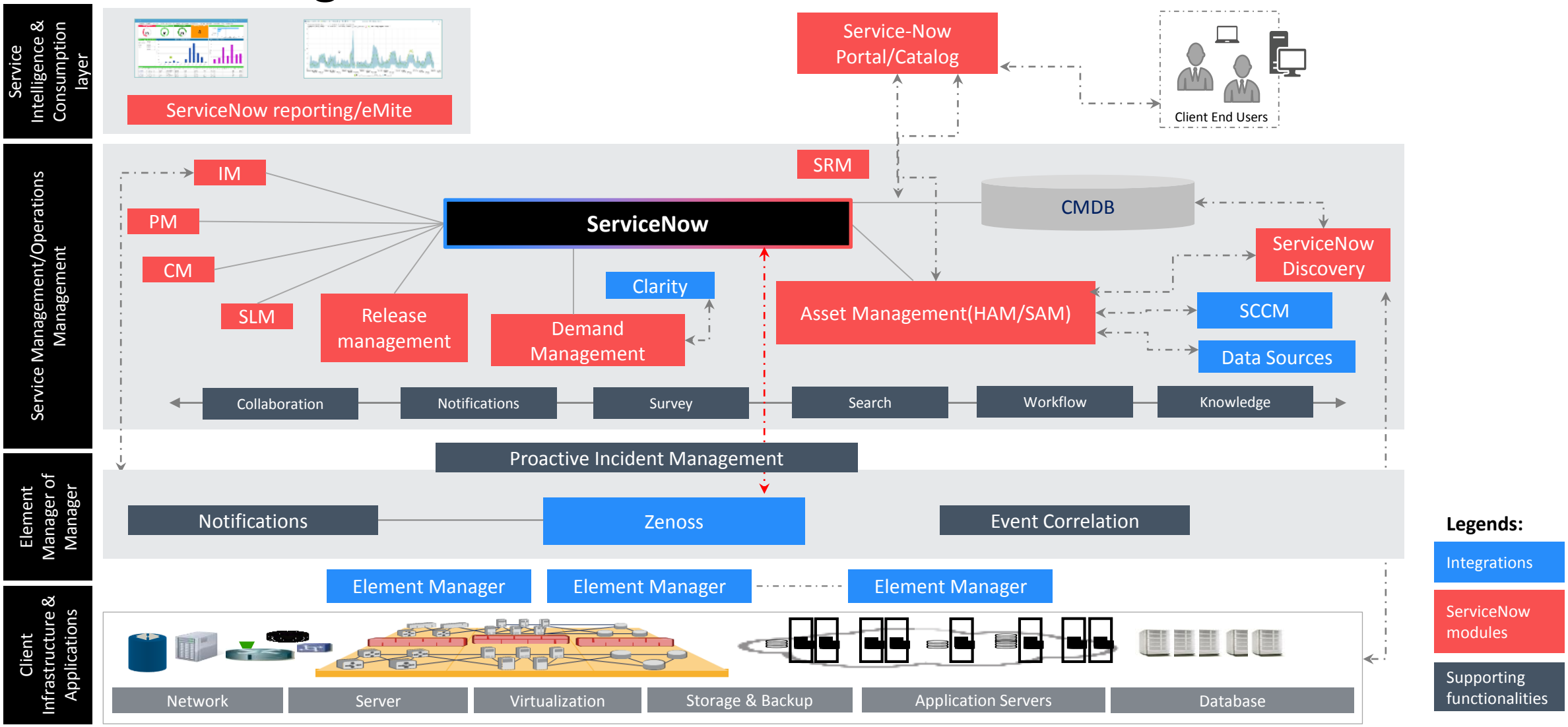
Collaboration Services

Chat	Live Feed
Major incident messaging	

Collaboration Platform

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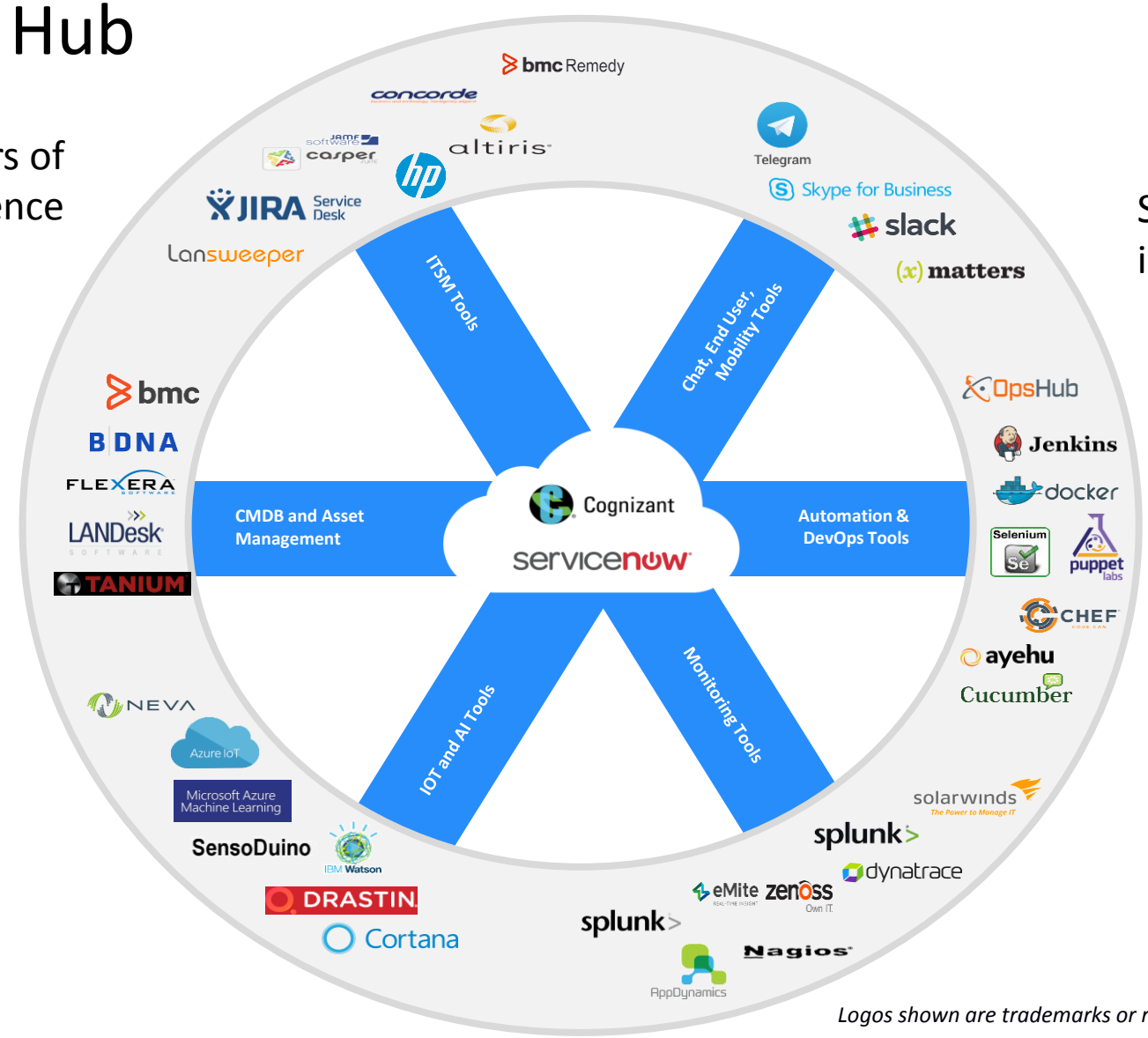
Solution at a glance



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Integration Hub

10000 + hours of
API Integration Experience



Seamless API Integration
in Digital Ecosystem

Experience in Integrating

- Cloud
- DevOps
- Automation
- Analytics
- AI/ML
- ITSM/Monitoring
- APM

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Pillars of Success

1. Current state assessment

- OA and CTS collaborative assessment of the current state
- Industry fitment and strategy layout

2. Process harmonization & rationalization

- Harmonized ITIL aligned process framework

3. Tech Framework & Accelerators

- Cognizant **Golden template** for faster deployment
- Integration Accelerator and Automation



Pillars of Success

4. Org Change Management

- Organization readiness for new Platform
- User Trainings
- User acceptance of new Platform

5. ITSM Expertise & Experience

- Cognizant – ServiceNow partnership
- Experience and expertise in implementing ITSM across all industries

6. Iterative Approach for implementation

- Iterative and Agile Methodology
- Synergy between Delivery and Business teams

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Top Takeaways – ServiceNow

1

Scope

&

Governance

2

Simplified Process

&

Automation

3

Data Accuracy

&

Compliance

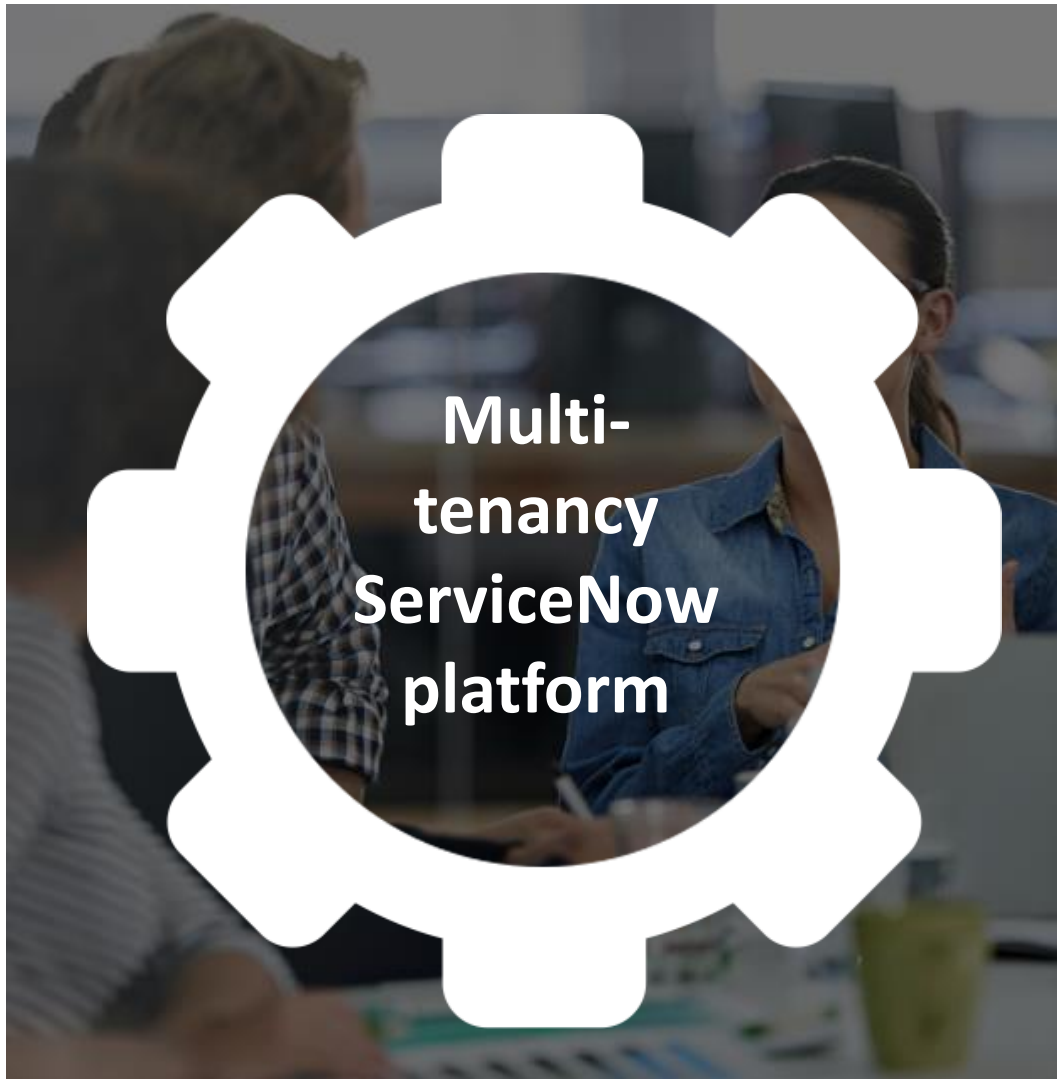
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Lessons Learned

1. Readiness Assessment
2. Program Management, Goals and Well defined Process
3. Organization Change Management
4. Metrics for Successful Implementation
5. Platform Adoption Methodology

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Strategic Opportunities in 2017 and Beyond



Service Mapping

Security Operations

Incident Alert Management

Mobile

Orchestration

Performance Analytics

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Value Outcomes

20%

Reduction in man hours by having a centralized platform

New service management platform enabling our work flows and enabling us to drive ITIL thru the enterprise

20%

Reduction of duplicate CIs

Inventorying of the environment (CMDB) with auto-discovery capabilities

50%

Increase in ability to manage major incidents

Enhanced monitoring integration with ServiceNow providing more visibility into our daily operations

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Primary Improvements Achieved for the OneAmerica Business

Increased the delivery capability and stability of IT business services

Associates are able to perform their jobs more efficiently in order to provide increased value to our customers.

Scalability

Implementation of a process based system and environment that will serve as a foundation to facilitate the ongoing success of the OneAmerica companies and customers.



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Q & A

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Thank You

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Chief Architect

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